



Iowa Department of Human Services

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Director

INFORMATIONAL LETTER NO.1687-MC

DATE: July 1, 2016

TO: All Iowa Medicaid Providers and Managed Care Organizations (MCOs)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Non-emergency Medical Transportation (NEMT) and Home and Community Based Services (HCBS) Waiver Transportation Update

EFFECTIVE: Immediately

This letter provides an update to [Informational Letter No.1631-MC](#)¹ dated March 4, 2016

The IA Health Link managed care program began April 1, 2016. This informational letter is intended to provide clarification regarding NEMT services and HCBS Waiver Transportation services provided as Fee-For-Service (FFS) covered benefits and as an IA Health Link covered benefit.

Helpful Reminders:

FFS Members

For FFS members, NEMT and HCBS Waiver Transportation services have not changed. FFS members not enrolled with an MCO will continue to arrange services for NEMT through the department's NEMT broker, TMS Management Group. HCBS Waiver Transportation services continue to be authorized through the person centered planning process, then scheduled and provided through the individual HCBS Waiver Transportation service provider chosen by the member.

FFS Members Appeals

The finalized Centers for Medicare and Medicaid Services (CMS) Managed Long Term Services and Supports (MLTSS) regulations require that states ensure that members accessing NEMT through a prepaid ambulatory health plan (PAHP) such as accessing NEMT through the department's FFS NEMT broker, are provided information regarding their right to bypass the NEMT broker's appeal process and request a State Fair Hearing at any time. Iowa Medicaid FFS members currently have this right and may request a State Fair Hearing at any time following the process outlined in the notice of decision (NOD) received for services requested.

¹ https://dhs.iowa.gov/sites/default/files/1631-MC_Non-EmergencyMedicalTransportationIAHealthLinkTransitionUpdate.pdf

Prior Authorization for NEMT Reimbursement for Mileage, Lodging and Meals

The member or their representative must obtain prior authorization from the NEMT broker for mileage, lodging and meals prior to the date of service reimbursement in order to have claims paid.

NEMT Coverage for Dental Appointments

NEMT brokers are required to provide transportation for Medicaid covered dental services even though the IME is solely responsible for reimbursement for dental services for all members.

Members needing transportation to Medicaid covered dental services may receive NEMT to their dental appointment either through the IME NEMT broker for FFS members or through the MCO's NEMT broker for MCO members enrolled with an MCO.

Transportation Matrix

The attached Medicaid Transportation Matrix is intended to clarify how NEMT and HCBS Waiver Transportation is managed for the members enrolled with an MCO and for FFS members that are not enrolled with an MCO.

Members who do not know their MCO assignment or have questions regarding FFS NEMT or HCBS Waiver Transportation can call the IME Member Services Unit at: 1-800-338-8366 or 515-256-4606 or email at IMEMemberServices@dhs.state.ia.us.

Providers with FFS questions, please contact the IME Provider Services Unit, 1-800-338-7909 or email at imeproviderservices@dhs.state.ia.us.